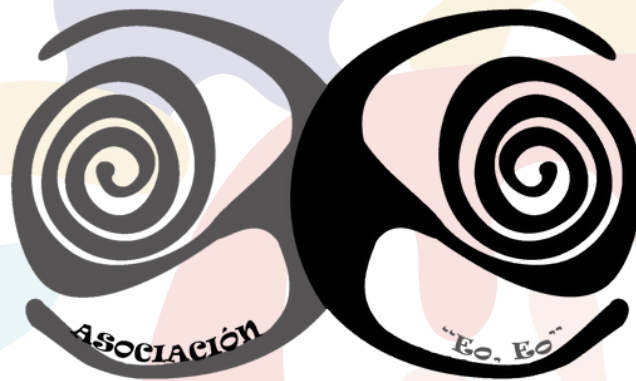




VOLUNTEER MANAGEMENT

PRACTICE GUIDE





Erasmus+

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PRESENTATION AND INTRODUCTION

The following document is a guide about the basic issues to be considered for the coordination of volunteering activities. This project was born thanks to a training course implemented through the Erasmus+ program that aims to provide tools and knowledge to professionals who are dedicated to coordinating and promoting volunteering in their own countries and localities. As social entities, we believe that volunteering is a fundamental tool through which to involve young people in their communities and promote the development of values as important as solidarity and social commitment in today's world.



*A single seed can turn into a forest.
A single heart can transform a nation."*

Bryan Thao Worra



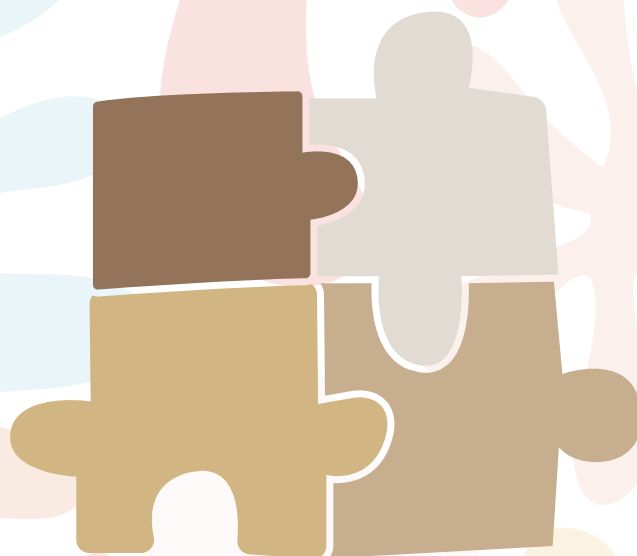
OBJECTIVES

General objective:

- **To promote volunteering among young people and the values of solidarity and tolerance.**

Specific objectives:

- **To enhance community development through local and solidarity-based projects and activities.**
- **To encourage the involvement of young people in the transformation of their communities.**
- **To generate a space for reflection and social dialogue that favors networking and volunteering.**
- **To learn about the phases of volunteering and how to manage volunteering from social entities.**



VOLUNTEER PROFILE

All people have skills and knowledge to contribute to society, it is the task and responsibility of each organization to know which volunteer profile they need and to be able to give volunteers the necessary tools and tasks to develop their full potential and skills.

We believe, however, that there are some basic values and attitudes that every volunteer must have as a volunteer:



Empathy:

It is the ability to understand life from another person's point of view, to understand their joys, sorrows, fears, and attitudes. It means "connecting", "meeting", and maintaining a listening that allows us to better understand and grasp the message that the other person wants to transmit.

Generosity:

Volunteers can give and help without expecting anything in return and above and beyond what is normally expected.

Commitment

Being a volunteer is a free choice. This choice requires a personal reflection, and an inner dialogue to decide to join an organization. Commitment is two-way, a contract between two parties, which guarantees that the objectives are met.

VOLUNTEER PROFILE

Freedom:

To be free is essential for volunteering; it is the capacity of a human being to decide whether to do an action or not. We choose to be or not to be, to participate or not, but when we choose to "be" we assume the implications and consequences of what it means to volunteer.

Respect:

The volunteer must be respectful of differences and learn to value the people in front of them beyond their physical appearance, sexual orientation, and beliefs.

Solidarity:

Volunteering implies acting in solidarity, which is understood as a horizontal action involving mutual respect. We work in organizations that aim to support people in situations of inequality and social vulnerability. We seek to build a better, fairer, and more egalitarian society. Our work implies a social benefit because we believe that if one person improves their life, they improve the lives of all others.

Team Work:

Volunteering requires the ability to share ways of doing and knowledge. Teamwork is essential to share responsibilities and tasks, to overcome individualism, and to take advantage of complementary skills.

Responsibility:

We understand responsibility as taking responsibility for those acts that we perform consciously and intentionally. A responsible person fulfills the duty that has been assigned to him/her and that he/she has chosen himself/herself and remains faithful to the objective. Responsibility is carried out with integrity and maturity, always doing one's best.

Active Listening:

Being fully engaged while another person is talking to you. It is listening with the intent to understand the other person fully, rather than listening to respond



PHASES OF THE VOLUNTEERING MANAGEMENT PROCESS

PREPARATION



- Planification
- Recruitment

INCORPORATION



- Selection
- Welcoming new volunteers

FOLLOW-UP



- Monitoring
- Trainings

ENDING PROCCESS









- Evaluation
- Recognition

1. PREPARATION

Recruiting, orienting, and welcoming volunteers must be part of the overall process of action of our organizations. We can recruit effectively without the need to allocate large amounts of resources for this purpose. It is important to define our projects and activities, to know the principles that motivate us and the importance that volunteering can have in these activities.

PLANIFICATION

It is very important to remember that the recruitment programme is the link between the potential volunteer and the programme to be developed, and above all, it will be the image we give of our organisations to society. Any recruitment programme should answer at least the following questions:

-  **What** will be done? Description of the activity
-  Understanding what it will be done **for?** Description of the objectives
-  **How** we are going to do it? Description of the methods we will use
-  **Where** and **when** it will be done? Location and date of the activities
-  What it will be done **with?** Description of the material, and technical human resources to be required
-  With **whom** it will be done? Determination of the human resources that will be involved in the activities, here you can also specify the number of volunteers that will be needed.

If we carry out a rigorous analysis of the organization's needs, we can be sure that the rest of the phases will be carried out properly. We also ensure that we have programs that are adapted to reality and that respond to the real needs of the community. With the analysis of the data obtained, we will be able to define what our needs are and how to combine them with the social reality, after that, we can set ourselves objectives to cover these detected needs.

The objectives we develop should be based on a framework of reference:



Once we have determined the needs and what we want and can do, we can determine how many volunteers are needed and for which activities. We then need to detail what tasks they will carry out. This information will determine the profile of the volunteer needed for the activity.

RECRUITMENT

Below we outline the steps to follow in order to carry out the recruitment process:

Determination of the search sectors

First of all, and according to the profiles chosen, it is necessary to know and select the sectors that interest us and prioritize them:



Teenagers and young adults

Elderly, retired people

Neighbourhood associations

University students

Share or post your volunteer offer ...

Talking to others



Social Medias



TV, press, radio



Sharing with partners



Posters and flyers



2. SELECTION AND WELCOME

Depending on the number of people who are interested in the volunteer offer, a first selection can be made from the CVs that best fit the profile. After this, it is essential to have a first interview with the potential volunteer to get to know him/her so that he/she can get to know the organization, solve doubts, and know what is expected of him/her during the volunteering period, his/her tasks and responsibilities.

The volunteer manager must have several questions prepared for the interview, some of the most important questions are:

Personal questions:

Questions about your name, where he or she lives, what you do, your previous studies or training, etc.

Motivation: and past experiences

- Why did you choose to volunteer with our organization?
- Share an example of effective teamwork from your past.
- What do you hope to achieve as a volunteer here?
- Describe a past volunteering experience and what you learned.

Personal Skills

- What specific skills or experiences can you bring to our team?
- How do you adapt to unexpected challenges?
- How would you handle a disagreement with another volunteer?
- What's your availability, and how will you balance it with other commitments?
- What specific type of activity/task would you like to develop in your volunteering?

Others

- How much time do you have available for volunteering? What could be your commitment to this volunteering?

Once the interviews have been carried out, we should **select the candidate** who we think best fits the volunteer task. If other people are going to coordinate or work with the selected volunteers, it is important that these people also participate in the **selection process**, as they will be the ones who will be in contact with the volunteer. The organization should **select a person in charge of receiving and welcoming the volunteers** so that they feel **accompanied** and **cared** for from the beginning, especially in these first moments in which they will feel more lost and will require more **support** from the organization.

When welcoming the volunteer, the following aspects must be taken into account:



Be kind and welcoming



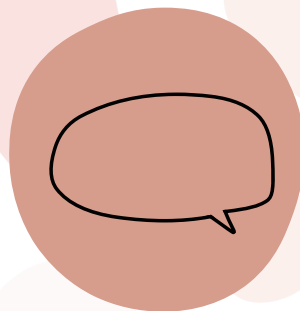
**Dedicate time to
volunteers**



**Listen to their ideas
and proposals**



Answering their questions



Talk with them often



**Accompany and
assist them**

3.FOLLOW-UP

Follow-up is an essential tool for both the volunteer and the coordinator. We must understand the follow-up as a process of accompaniment and orientation with and for the volunteers. A process that allows us to continuously monitor the activities and respond to the needs and doubts of our volunteers.

The person in charge of the volunteering team must:

- **Clarify** to the volunteer what their objectives and tasks are.
- **Observe** their actions and work
- Inform them about their **development**.
- Help him/her to find **solutions to the problems** he/she may encounter during the performance of their tasks.
- Establish objectives for the future with the volunteers

How to monitor the process?

Observation in the implementation of activities

Group evaluations with the group of volunteers after each activity

Individual evaluation with volunteers

Reinforcement tutorials to encourage motivation, group cohesion, and involvement of volunteers

Other tools such as field diaries, self-knowledge dynamics, group evaluation dynamics, etc.



TRAINING

It is the responsibility of the organizations to provide their volunteers with training appropriate to the task they are going to perform within the institution.

the task they are going to carry out within the institution. Training is part of the commitment that we, as organizations, take on when we accept the collaboration of a person.

Training and educational activities can also be a time for meetings, participation, exchange, and mutual knowledge of the people who work with us.

These are the minimum contents to be presented in the initial training:

- ✓ History, mission, statutes, and functioning of the organization.
- ✓ Professionals working within the organization
- ✓ Main programs and projects implemented in the organization.
- ✓ Types of volunteer work within the organization.
- ✓ Rights and obligations of volunteers
- ✓ Presentation of facilities, spaces for activities, schedules, resources and materials, etc.
- ✓ Presentation of the volunteer coordinator and contact number/email.
- ✓ Characteristics of the people participating in the projects



METHODOLOGY

It is important to reflect on the type of working methodology we are going to use with our volunteers. We must always remember that they are **NOT PROFESSIONALS**, but volunteers and that they will need to advance little by little, acquire skills over time, and make mistakes in order to learn.

INNOVATION

CREATIVITY

COOPERATION

WELCOME

4. ENDING PROCESS

Disengagement is the moment in the volunteer management process when the organization or the volunteer decides to end the voluntary action. We distinguish two forms of exit or disengagement from volunteering: voluntary or non-voluntary. Among the reasons that may lead to voluntary disengagement, we can find the following:

On behalf of the volunteer

The person has completed his/her cycle within the organization as a volunteer.

The person does not find motivation to continue as a volunteer.

The activity for which the person volunteered has ended.

Changes in time availability/personal circumstances.

On behalf of the association

Failure to comply with the duties and principles to which it has committed itself.

Existence of irreconcilable conflicts with the organization, work team, etc.

Loss of trust in the organization towards the volunteer.

The organization does not have sufficient means (tasks, spaces, follow-up) to ensure the volunteer's (tasks, space, follow-up) to ensure the collaboration of the volunteer.

Regardless of the reasons that have led to the individual's disengagement with the organization, it is very important to design strategies and actions to manage the exit of volunteers. When a person's participation is interrupted, it is important for the organization to detect the possible causes that have generated it and to develop actions to manage it.



Regardless of the reasons that have led to the individual's disengagement with the organization, it is very important to design strategies and actions to manage the exit of volunteers. When a person's participation is interrupted, it is important for the organization to detect the possible causes that have generated it and to develop actions **to manage it**.

To thank the collaboration and recognize the work carried out.

Facilitate possible **reincorporation**.

To know the **evaluation of the experience** to enable possible improvements to be possible improvements in the process

Provide a **certificate** with the volunteer hours completed.

“Many small people, in small places, doing small things can change the world.”



ANNEXES

1. Rights and responsibilities of volunteers

2. Volunteer activity sheet

Responsibilities

- **Commit to their volunteer position**
 - **Be punctual and reliable**
- **Notify in advance of any changes to your availability**
- **Accept responsibility for your actions and behavior**
- **Notify your host organization of any potential hazards or dangerous situations**
- **Abide by your host organization's volunteer policies**
 - **Deal with complaints in the appropriate manner**
 - **Respect the rights and privacy of others**
- **Carry out the duties listed in your volunteer position description, including training**
- **Support other team members and ask for support when needed**
- **Give advance notice before leaving their host organization.**

Rights

Orientation at your host organization

- **Recognition as a valued team member**
- **Clarification of your role (through your position description)**
 - **Agreement about hours and conditions (through your volunteer agreement)**
- **Access to training to perform duties to the standard required**
- **Information and consultation on matters directly or indirectly affecting you and your duties**
 - **Support and supervision in your role**
- **Adequate insurance coverage and a healthy, safe work environment**
- **Awareness of the organization's grievance procedure**
 - **Reimbursement for out-of-pocket expenses**
- **Freedom of choice (including refusing positions that may be filled by paid staff rather than volunteers)**
- **Access relevant information about your host organization, such as volunteer policies..**

VOLUNTEER ACTIVITIES

Name of the task

Department/Programme

Responsible/Manager

Department/Programme

Specific tasks

- ---
- ---
- ---
- ---

Volunteer profile (age, training, previous experience...)

Engagement (time, place, availability of schedules...)

Training to be provided by the organisation

Evaluation and monitoring
